

Beginning January 10<sup>th</sup>, all help desk inquiries and comments related to LDS topics will be managed through an online help desk tool called Footprints. This document is meant to serve as a brief introduction to the Footprints tool.

Footprints is a user-friendly online tool that allows users to create, update, and check the status of your helpdesk tickets. It will also allow help desk staff at DPI to better manage and address questions and comments from users. We believe this transition will ultimately provide better service for users of LDS resources and applications.

There are a few important points related to the transition from the LDS help email to the Footprints tool:

**1. Users must have a WAMS ID to use Footprints.**

Users create a "ticket" with their question or comment in Footprints. To create a ticket, you must log in. To log in you must have a WAMS ID. Information about a WAMS ID is provided in the [attached document](#). Signing up for a WAMS account is quick, the account travels with a user (and thus may be used even after changing districts), and the account may be used for a variety of purposes.

**2. Anyone can access the Knowledge Base.**

Users that do not have a WAMS ID will still be able to access the Knowledge Base. Like a robust FAQ, this resource is a way for DPI to address many questions and comments related to a variety of different topics. Please search the Knowledge Base for answers to your questions before opening a ticket.

**3. Footprints has browser restrictions.**

The Footprints application works with the following internet browsers: Microsoft Internet Explorer® 7 or 8, Mozilla® Firefox® v3.0.x, 3.5.x, or 3.6.x, Safari® 5.0.x on MacOS®. Users without these browsers will be able to email our LDS help account ([ldshelp@dpi.wi.gov](mailto:ldshelp@dpi.wi.gov)) though coverage of that email account will be limited.

### Transitioning to Footprints

The LDS help email account ([ldshelp@dpi.wi.gov](mailto:ldshelp@dpi.wi.gov)) will remain active. Users that send an email will receive an auto-reply directing them to Footprints and explaining that, while the email account is monitored, response time will lag compared to responses for tickets opened in Footprints.

### Questions? Comments?

We want to help make this transition as smooth and efficient as possible. Please let us know if you have any questions, comments, or concerns about moving from the LDS Help email account to the Footprints tool.

[Go to Footprints](#)